

Characteristics of a Team Member

(Compiled by Rafting and Canopy Team Members winter of 2013-14)

PROUD

Proud of where we work, how we look and how facilities appear:

- * Arrive to work looking & performing as a professional in appearance and attitude.
- * Seek ways to make Guest and staff housing cleaner, more inviting and professional.
- * Stop and pick up even a small piece of trash instead of walking past it.
- * Wipe down a counter so bathroom looks better after I leave than before coming in.
- * Crush down a trash can that is half full or empty a full trash can.
- * Represent us well in the community.

COURTEOUS

Courteous to each other and Guests:

- * Greet team members and Guests with a smile and a positive acknowledgment such as “good morning,” “welcome,” “how can I help you,” “thank you for coming to Wildwater/Canopy Tour,” etc.
- * Notice a Guest in need and offer to assist; leading them to check-in, taking trash, answering questions.
- * Notice a fellow team member in need and offer to assist such as loading equipment, cleaning up, emptying trash, assisting Guests.
- * Maintain appropriate conversation and interactions with Guests and team members.

RESPECTFUL

Respectful of others and ourselves:

- * Trust and earn the trust of others through my actions.
- * Accept and respect other team members and Guests opinions or beliefs.
- * Recognize the Guest (with a capital "G") as the reason I am able to have the opportunity I have.
- * Act as a guardian and steward for the well being of our environment and community.
- * Value my fellow team members.

COMMITTED

Committed to our job and other team members:

- * Preparing Guests for new experiences by accurately taking reservations and providing good information.
- * Be a "Guest centered" team member looking for ways to make experiences with us the best they can possibly be.
- * Take initiative & be proactive in providing safety and service to Guests and team members, reject a complacent attitude.
- * Maintain and provide recommendations to improve quality standards and safety standards.
- * Be professional as soon as I step into Guest areas, regardless of being "on" or "off" at the time.
- * Offer to help a fellow team member or a Guest with any assistance they need
- * Learn and follow the professional standards every day and at all times.
- * Accept ownership in the Guest experience and facilities. "This is Our House."

APPRECIATIVE

Appreciate our opportunities:

- * Celebrate being where I am and doing what I do.

- * Have a positive impact on Guest experiences; team members work experience, the environment, and the community.
- * Share unique experiences, environment and growth opportunities with Guests and team members.

INTEGRITY

Honest and genuine:

- * Be consistent, professional and accountable every day and at all times.
- * Provide transcendent experiences.
- * Be honest in my work and personal life to my Guests, my team, and myself.
- * Be fully there.

AUTHENTIC

I am passionate about who I am and being the best I can be. I strive to be all of the items above because I believe in these personal and professional characteristics and I already want to live by them without being asked or told to do so. Therefore I can easily apply them to my life and work with conviction.

- * Focus on personal connections with Guests and team members (learn names, personal connections, share Guest or team members personal interests and needs, etc.)
- * Be myself and share myself generously.
- * Help make someone else (and ourselves) feel special Every Day.

COMPASSIONATE

See beyond oneself and personal gains, seeking when and how we can positively effect and influence others and the environment we am a part of.

- * Treat others the way (or better than) I wish to be treated.
- * Seek ways to help others who may be struggling or challenged.
- * Support efforts to have a positive impact on my community.
- * Serve as a steward to the environment.
- * Give more than I take from my surroundings and my interactions.

ENTHUSIASTIC

Bring positive energy and effort to work.

- * I enjoy my job
- * I like to share positive energy
- * I encourage my team members and Guests
- * I am happy to be "On Stage" delivering an authentic and entertaining experience.

CREATIVE

Being part of the Wildwater/Canopy Tour team involves decision-making and personal initiative. Outdoor preparation and leadership skills require a tremendous amount of adaptation. We apply creative strategies to help Guests and team members adapt to ever changing environments by:

- * Remaining flexible and aware of the ever changing needs of others.
- * Thinking outside the box while operating within the company standards.
- * Seeking opportunities to learn and grow, adding "new tricks" to my bag of "solutions" to challenges.
- * Listening to feedback from Guests and team members and creating strategies to improve experiences.